

Halsey House

October 2024

In October 2024 we visited Halsey House to speak with service users about their experience with the home. We also spoke to some members of staff about their experiences. This visit formed part of our targeted engagement of visiting care homes around Norfolk to learn more about the experiences of service users.

Halsey House is a residential and care home in Cromer, a coastal town in North Norfolk. The home can provide residential/nursing care for up to 76 people and dementia-specific care for up to 16 people (in an adjacent building, Danbury Lodge). Halsey House receives people whose care is funded by local councils, the healthcare system, and privately. There are currently ten Norfolk County Council funded residents. Each room is en-suite with shower facilities. There are several separate bathrooms across the site.

Halsey House is currently at 90% capacity and is looking to re-open the the day care provision as soon as possible.

On an average day there are twelve care staff across the main buildings and five in Danbury Lodge. There are four activity staff, five housekeeping, five catering and four maintenance.

From this visit we received seven reviews for the home. We received five reviews from service users, one from a volunteer and one from a visitor. These reviews have an average star rating of 4.8 out of five.

Healthwatch Norfolk Officers who visited Halsey House noted:

The Danbury Lodge unit is a colourful, welcoming space with large rooms. Corridor walls are decorated brightly and with themes to evoke memories and help residents orientate through the space. There are activity areas, including a shop that residents help to run.



The main buildings serve residential and nursing residents over two floors. The corridors are bright, clean and decorated with posters and artifacts that evoke memories and make the setting feel homely. Each room is spacious, clean and decorated to residents tastes. Halsey House uses a "silent alarm" system. Each resident has a personal device which alerts staff handsets.

There is a large, bright, newly refurbished main dining area and several smaller satellite dining rooms. Residents have the choice of where to eat. There is a varied menu on a fortnightly rotation. There are several social spaces, including a bar, bright conservatories and an art room. One corridor serves as an art gallery. Other activities include carpet bowls, bingo, crafts, a weekly knitting group and exercises. There is a non denominational service each Sunday. There is a hairdressing salon with a visiting hairdresser once a week. Outside there are large lawn and patio areas plus residents are invited to watch cricket at the neighbouring Cromer Cricket Club. Halsey House owns a minibus and trips are taken throughout the year, including the Norfolk Show, RAF Marham, Sandringham and coastal drives. Local school children visit to sing to residents at Christmas and the home holds events in the summer, at Halloween and at Christmas.



The service users we spoke to were happy living in the home and felt well cared for. They were happy with the activities on offer. Much praise was given to staff, and we heard how they were kind, friendly, and hard working.

Three service users mentioned that the food was improving.

The reviews are displayed in the table below and can be found on our website www.healthwatchnorfolk.co.uk.

ID	Title	Review	Rating	Who?
247695	They involve family members	I've been volunteering here since 2009. My mum was here, getting her in here was like winning the lottery. I've got such a high opinion of it. There's lots of activities, 2 or 3 each morning. The staff are very nice, they go out of their way. My mum got good care; they were good all the way through. My aunt then chose to come here after visiting my mum. They involve family members.	5	Volunteer

247694	I love it here	<p>I love it here; I've been here nearly a year now and it suites me brilliantly. I enjoy the whole atmosphere, we're like a big family. I'm on the residents committee, we meet once a month and make decisions. We're improving the food dramatically. It used to be chicken a lot of the time but now we have all sorts of things. They listen to what we say.</p> <p>The staff are brilliant, the nurses are great. Someone helps me shower and dress. I enjoy all the activities. There's a lot of us that want to go out on the day trips, but you take it in turns. Next week we're going to a glass blowing visit. I enjoy mixing with people, I get on really well with all the people here. We also organise our own activities like dominos. There's always something to do, in the morning's there's usually a choice of 3 or 4 things on. They ask which activities we'd like and if it's not popular they drop it. We do keep fit twice a week and go to the bar at lunch. It's like a hotel.</p>	5	Person who lives there
247693	The staff are excellent	<p>I like to join in most of the activities, I enjoy the company. The staff are excellent. They are absolutely A1. It's good food, we don't go hungry, and you can make requests if you don't want something on the menu. It's lovely to walk around the grounds. I've always got someone knocking on my door to check on me. There's always something going on, I particularly like the church services on Sundays, it swayed me to come. I like that some of the staff join in.</p>	5	Person who lives there

247449	They can't do enough for you	<p>It's very good! The help and everything we get from the people here is so good. They're so kind. They can't do enough for you. I used to come to visit my wife here for a while. I used to think what a super place to be. My son enquired here and now, here I am! The staff here are excellent. I couldn't ask for more. The care is very good. If needed they'll call a doctor for all those niggly little things like indigestion, that can happen to you.</p> <p>I join in all the activities. My favourite is the curling! That's one of the most popular games. There is carpet bowls which I also enjoy. I go and watch the cricket in the summer. The grounds here are lovely. The facilities are good. We go out on activities like the Norfolk Show.</p> <p>I think the food could be better, but it is getting much better. I enjoy the buffet lunch, that's very good. I am in on the residents meetings. I once asked if we could have kippers in the evening and that was approved. I also suggested that we have some special clocks about the place that show the day and month as well as the time.</p> <p>All in all I'm happy, there's no question about it. I'll give them a five, no question!</p>	5	Person who lives there
247447	It's a good home	<p>I think it's a good home. They do everything dietary, people who have different needs, everyone is catered for. They've got lots of entertainment here, lots of different activities. They have a lovely bar here. The residents are well looked after. They have their own minibuss.</p>	5	Visitor

247446	I'm very happy	<p>I've been here for two years. I'm very happy. I find the staff are all lovely. The cleaners, the laundry people, the carers, the staff that are trained in nursing. They're all very amenable. I haven't had a cross word with anybody. We do all sorts here for the community. For example, I'm knitting some squares for mothers with their premature babies so that mum and baby can make a connection through the smell of the material. We have a sale once a year as well. We have the knitting group once a week. We have an artist who lives here. I enjoy the carpet bowls. I love gardening and I spend as much time as possible outside, especially in the summer of course. I am more or less a vegetarian. I eat a very small amount of meat. I do sometimes find that that's a bit difficult but there is always something to eat. They do their best. I go to the residents meetings and we decide on the food. I'm very happy here. What more can you ask?</p>	5	Person who lives there
247448	The staff here are excellent	<p>I'd rather be home, but the staff here are excellent. I get on with the staff, they look after us well. I find the food tolerable. I enjoy all the activities that are on offer.</p>	4	Person who lives there

